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October 21, 2005

EX PARTE

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: IP-Enabled Services, WC Docket No. 04-36; E911 Requirements for IP-Enabled Service Providers, WC Docket No. 05-196

Dear Ms. Dortch:

This letter briefly describes Verizon's current plans for offering VoiceWing¹ – our interconnected VoIP offering for mass market customers – in compliance with the Commission's new rules governing 911 for interconnected VoIP services.

Verizon has been hard at work developing and acquiring the systems, capabilities, methods and procedures to provide 911 services to our interconnected VoIP customers in compliance with the requirements adopted in the Commission's *VoIP 911 Order* that will take effect on November 28, 2005.² On or before

¹ Bell Atlantic Communications, Inc., d/b/a/ Verizon Long Distance ("Verizon") offers VoiceWing by reselling the services of third party vendors including Intrado, which will provide the services that will enable Verizon to provide 911 to VoiceWing customers. Although Verizon has made progress with its VoiceWing product, it currently has only a small market position for this resold service. Verizon is a wholly-owned subsidiary of Verizon Communications Inc. The commitments contained in this letter apply to any other interconnected VoIP service that Verizon may offer in the future.

² See *IP-Enabled Services and E911 Requirements for IP-Enabled Service Providers*, First Report and Order and Notice of Proposed Rulemaking, FCC 05-116 (rel. June 3, 2005) (*VoIP 911 Order*), Appendix B (Final Rules).

November 28, 2005, Verizon will stop accepting new VoiceWing customers whose registered primary address is in an area where Verizon cannot provide 911 service. As the Commission's Order recognizes, however, the limits of currently available technology present significant challenges to the proper routing of 911 calls when VoIP services are used "nomadically" – that is, when the customer uses the service from a broadband connection that is not associated with the customer's registered primary address.

Verizon is in the process of implementing an automatic detection capability to identify when a customer may have moved her or his location. With this capability, VoiceWing customers will be able to obtain proper 911 routing when they use VoiceWing service nomadically within the footprint where Verizon is able to provide 911 service through its vendors, and will only obtain service in locations where Verizon has such 911 capabilities. Verizon will suspend service if the customer has moved to a location where 911 is not available.

By November 28, Verizon expects to have a capability to detect when a customer's VoiceWing telephone adapter is disconnected from the network.³ If we detect that the customer's adapter has been disconnected,⁴ we will suspend the customer's service, with the exception of 911 calls and calls to customer service.⁵ At the same time, we will send the customer an e-mail and post a message to the

³ Verizon currently estimates that its vendor will deliver this capability to Verizon in time for Verizon to implement this process by November 28.

⁴ Disconnection from and reconnection to the network do not necessarily mean that a customer has changed his or her Registered Location. A telephone adapter can be disconnected from and reconnected to the system for a variety of reasons – for example power outages, moving the adapter between locations within the customer's home, rebooting the adapter to clear a trouble, ISP connectivity outages or planned maintenance.

⁵ Although it is possible that a customer that has disconnected his or her telephone adapter has moved to a new location, for the reasons stated above, it is also possible that the customer has not moved location. Verizon believes that, on balance, it is in the customer's best interest to allow a 911 call to be routed to the PSAP associated with the Registered Location rather than to block the 911 call. In some cases (i.e., where the customer has moved and the customer's first call from the new location is to 911), it is possible that the customer's 911 will be routed to a PSAP that does not serve the customer's actual location.

customer's Personal Account Manager⁶ asking the customer to confirm his or her existing Registered Location, or register a new location.

While in suspend status, if the customer attempts to make any calls, other than 911 calls or calls to customer service, before he or she confirms or registers a new location, Verizon will intercept the call and play an announcement that will inform the customer of the service suspension and transfer the customer to a customer service representative for assistance. If the customer confirms to the service representative that the customer's Registered Location has not changed, full service will be restored by Verizon. If the customer indicates that he or she has moved from the existing Registered Location, service will remain suspended unless and until the customer registers a new address in an area where Verizon can provide 911 service. If the customer fails to choose either option (for example by hanging up), service will remain suspended, but 911 calls will continue to be routed to the PSAP associated with the existing Registered Location. As a result, the customer will be required to register a new address when the service is used nomadically.

Verizon's compliance plans for November 28 build upon the capability discussed above to detect possible customer moves, and includes the following components:

1. Verizon is undertaking all commercially reasonable steps to implement 911 service at the primary registered location of customers of its existing resold service offering, VoiceWing, by November 28, 2005. Verizon estimates that, using its third party vendor, Intrado, it will be able to provide 911 capabilities to the Registered Locations of the great majority of these customers by November 28. Verizon will continue to work with Intrado, and to explore other possibilities, to expand the areas where 911 capabilities are available.

2. On or before November 28, 2005, Verizon will stop accepting new VoiceWing customers in areas where it cannot provide 911 service. At the same time, for the small number of existing customers of Verizon's resold service offering for whom Verizon's vendor will be unable to provide 911 capabilities by November 28, Verizon will grandfather those existing customers⁷ served by PSAPs that are

⁶ The Personal Account Manager is a web page where a VoiceWing customer can view his or her log of incoming, outgoing, and missed calls; check voice mails; access his or her personal phone directory; and activate or turn off various features such as International Call Blocking, Call Forwarding, and Simultaneous Ring.

⁷ As the Commission is aware, Verizon separately has proposed to acquire MCI, which currently is trialing a mass market interconnected VoIP service that is

behind selective routers so that they can continue to use the service from their registered primary location (and nomadically wherever Verizon is able to provide 911 service) while Verizon works with its third party vendor to expand its 911-capable service area.⁸

3. Verizon will implement the capability of automatically detecting possible customer service location moves for Verizon's resold VoiceWing service offering, as described above. Verizon currently expects that, as of November 28, 2005, it will be able to (i) require VoiceWing customers to re-register their Registered Location whenever the service is used nomadically; (ii) enable these customers to continue to receive 911 coverage when they use Verizon's VoiceWing service nomadically within Verizon's 911 capable footprint; and (iii) only receive service at locations where Verizon can provide 911 capabilities.

4. To support the cooperative efforts of the many entities, including public safety organizations, that must work together to make 911 possible for VoIP, Verizon will contribute to the Public Safety Foundation of America, the Fraternal Order of Police Foundation, or a similar public safety organization on the following basis: Verizon will contribute an amount equal to \$0.25 per subscriber per day for the number of days that each customer remains grandfathered (as described above) through December 31, 2005. Beginning January 1, 2006, the payment will increase to \$0.50 per subscriber per day; on February 1, 2006 the payment will increase to \$0.75 per subscriber per day; and on March 1, 2006, the payment will increase to \$1.00 per subscriber per day for any customers that remain grandfathered. For purposes of this section, grandfathered customers will also include any customer for whom Verizon has not implemented the automatic move detection capability

also provided by reselling services of a third party vendor. Pending approval of this transaction, the parties have not completed their detailed business integration planning, or determined as a business matter whether or where to continue to offer service on a resold basis, whether or where to offer a single service, whether, where, or when to move to a network-based service, or the terms for any such services going forward.

⁸ Verizon will notify existing VoiceWing customers that have Registered Locations in areas where Intrado will not have 911 capabilities by November 28 of their grandfathered status and of the limitations of their emergency response service compared to traditional 911 service, including the fact that service will be suspended if they attempt to move their service, as discussed above. As with any product, Verizon may re-evaluate whether to continue to offer its VoIP service in particular areas in light of market conditions.

described above to detect customer attempts to move the interconnected VoIP service.

5. To enable the most expeditious expansion of our 911 footprint, Verizon will implement new commercially reasonable technological solutions⁹ made available for our resold retail service offering in areas served by selective routers.

6. Verizon will file compliance updates with the Commission each month detailing our progress in implementing the steps outlined above, unless the Commission relieves Verizon of this obligation.

Verizon fully supports the Commission's goal of ensuring that the benefits of 911 capabilities are available to customers of interconnected VoIP services. We look forward to continuing to work with the Commission and other parties on this important effort.

Sincerely,

A handwritten signature in cursive script, reading "Susanne Meyer". The signature is written in dark ink and is positioned below the "Sincerely," text.

⁹ Because of the importance of the 911 system to public safety, commercial reasonableness must be balanced with protection of the integrity of 911 systems.